

# Heavy Vehicle Services Product and Service Payment Process FACT SHEET

To enable Heavy Vehicle Services to continue to process applications for its products in a timely and efficient manner, HVS offers a number of different payment options:

## Electronic Funds Transfer (EFT)

To pay for permits and/or traffic escort bookings by EFT:

1. Submit your application indicating EFT as method of payment.
2. Once your application has been processed, HVS will send you an EFT advice email detailing the amount to be paid and the relevant bank details.
3. Transfer the amount due quoting the permit number/ traffic escort booking number as reference.
4. Email the remittance advice from your financial institution and the associated permit number/ traffic escort booking number. to [permit.applications@mainroads.wa.gov.au](mailto:permit.applications@mainroads.wa.gov.au)
5. You must provide the required remittance advice within 48 hours of EFT instructions being sent by HVS. No permit and/or traffic escort request will be confirmed or issued without this remittance advice. Failure to do so within the required timeframe will result in cancellation of the permit and/or booking application.

## Permit Amendments

Amendments to issued permits cannot be paid via EFT.

## Credit Card Payments

Operators must ensure sufficient funds are available on nominated credit cards at the time of submission of any application(s) to HVS. If payment cannot be processed by HVS, the operator will be advised by email their payment has been declined and will be required to submit a new application when the appropriate funds are

available. Permit/traffic escort booking reference number (if available) should be provided when resubmitting application(s). Processing payment by credit card at the time of submitting an application remains the preferred option as it enables HVS to immediately issue the permit and/or confirm the traffic escort booking request.

## EFTPOS

EFTPOS payments can only be accepted and processed by visiting our office on 525 Great Eastern Highway, Redcliffe 6104.

## Traffic Escort Requests

As per the Main Roads Traffic Escort Services Terms and Conditions:

- Full payment of any traffic escort request is required 28 days prior to departure. This means if you book less than 28 days prior to the departure date, payment must be made immediately.
- Main Roads reserves the right to withhold the provision of services to, or book any further services for, any operator who has post-move invoices that remain unpaid more than 30 days after being issued by Main Roads.

Traffic escort requests submitted within 72 hours of the planned departure cannot be paid for by EFT. These bookings must be paid, at the time of application, by another method. For further information about Traffic Escort Services please refer to the [Traffic Escorts](#) page on our website.

If you have any further questions about the HVS payment process, please contact our Heavy Vehicle Helpdesk on 138 486 or [hvs@mainroads.wa.gov.au](mailto:hvs@mainroads.wa.gov.au)

